

Quality Federation

U.S. Army Tank-automotive
and Armaments Command



*Paul E. Chiodo
Director, Quality Engineering
TACOM-ARDEC*

Outline

- **WHY A FEDERATION?**
- **FEDERATION VISION**
- **PURPOSE**
- **VALUE TO TACOM**
- **QUALITY UMBRELLA**
- **HOW DO WE MANAGE**
 - **Shared Resources**
 - **Career Advocate**
 - **Sub Teams**
- **BUSINESS PLAN**
 - **WEB Site Development/Marketing**
 - **Communication Tools**
 - **Newsletter**
- **IT WORKS**
- **BENEFITS**

Why a Federation??

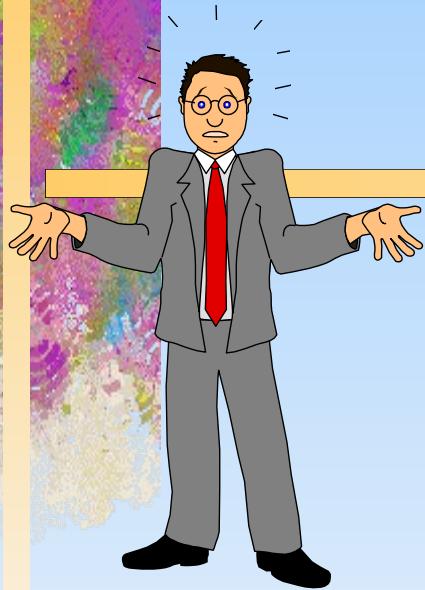


Why Do We Need to Form

a

Federation?

- To Reduce Costs**
- To Develop Uniform Policies &**



Procedures

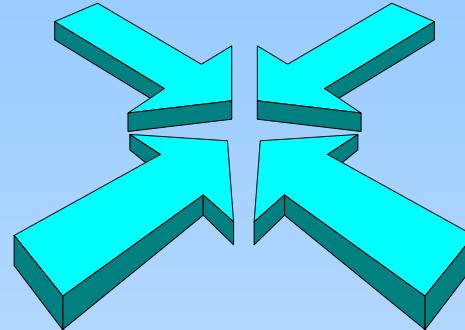
- Retain Core Competencies**
- Develop Career Training for Associates**
- Promote Seamless Quality Environment**
- Business Process Changes**
- Downsizing/Human & Financial Impacts**
- Retain Quality Source for TACOM**
- Stronger Customer Support**

TACOM Quality Federation VISION



- A CORPORATE QUALITY ENGINEERING AND ASSURANCE STRUCTURE RESPONSIBLE FOR THE TACOM QUALITY PROGRAM AND POLICY AS WELL AS THE DEVELOPMENT AND MAINTENANCE OF OUR ASSOCIATES' SKILL BASE THAT WILL FORM THE FOUNDATION OF AN INTEGRATED BUSINESS ENVIRONMENT, LEADING TO THE ENHANCEMENT OF QUALITY ENGINEERING AND ASSURANCE CORE COMPENTENCIES AND BUSINESS PROCESSES FOR ALL MEMBERS.

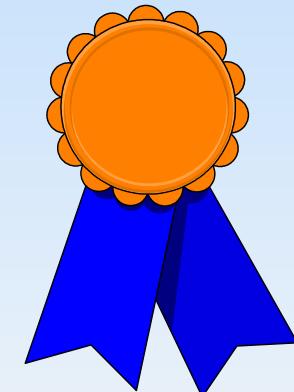
FEDERATION PURPOSE



- ESTABLISH A TACOM QUALITY FEDERATION TO FOCUS ON DEVELOPING UNIFORM POLICY FOR COMMON PROCESSES, WHICH ARE ALIGNED WITH TACOM'S VISION AND STRATEGIC INTENT. THE FEDERATION WILL PROMOTE AN ENVIRONMENT WHERE EACH MEMBER CAN LEVERAGE THE EXPERTISE, TECHNOLOGIES AND RESOURCES OF THE ENTIRE TACOM IN SUPPORT OF THEIR QUALITY ENGINEERING AND ASSURANCE MISSION

FEDERATION VALUE

- Forms the Foundation for “Complete Synergistic” response to Taskers
- One Face To Government/Industry on Quality Actions
- Shared Base of Knowledge and Experience
- Career Advocate-Maintain Core Competencies for Quality Professionals
- Increased Strength
- Common Business Processes





VALUE CONT'D

- Improved Coverage of Life Cycle QA Tasks
- Quality Integrated More Easily at TACOM Sites
- Leverage Best Practices
- Quality Help Line for QA Concerns/Problems
- Creates QA Awareness/Value to Internal and External Customers
- Strong Base of TACOM Quality Experts

FEDERATION UMBRELLA

- Supplier Management
 - CP2
 - QSL
 - Quality Partnerships
 - Past Performance Database
 - ISO 9000





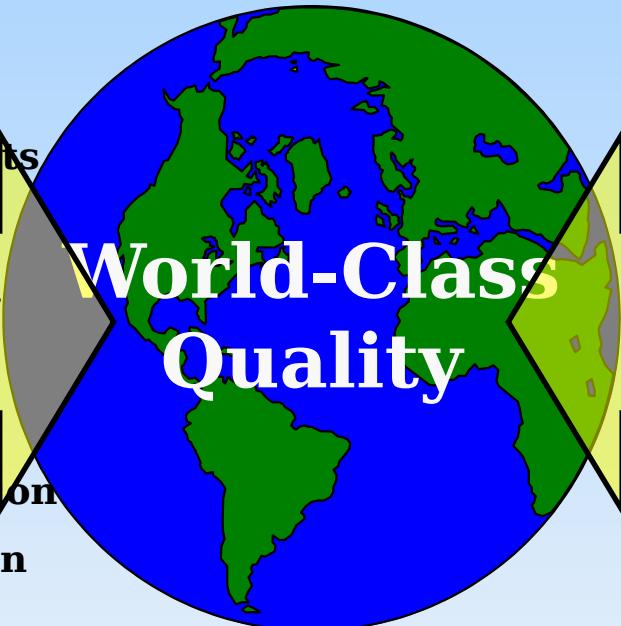
$(CP)^2$ is Value-Added

Customer Benefits

- Reduced Acquisition Costs
- Improved Schedule Perf.
- Improved Technical Perf.
- Increased Confidence
- Oversight to Insight
- Acquisition Risk Mitigation
- Eases Problem Resolution

Supplier Benefits

- Reduced Costs of Quality
- Continuous Improvement
- Improved Business Practices
- Free 2nd Party Assessment
- Army/Customer Recognition
- DCMC Qualification
- Morale Builder



World-Class Quality

Government And Industry Partnership



TACOM QUALIFIED SUPPLIERS LIST

- QSL Qualification is Not Linked to a Specific Contract
- QSL Qualification Criteria are Not Linked to Product Specifications
- Being on the QSL is a Prerequisite for Getting Certain TACOM Contracts
- QSLs Support Acquisition Reform

Comparing (CP)² and QSL

(CP) ²	QSL
Pre-qualification Three Year Certification Certification Assessments Continuous Improvement Metrics after Certification <i>ISO 9000 Plus World-Class Practices</i>	Pre-qualification Three Year Qualification Site Surveys (Maybe) Surveillance Audits after Qualification (Maybe) <i>ISO 9000 Tailored</i> <i>Commercial Practices</i>

***Keeps Superior
Suppliers***

***Removes Weak
Suppliers***



Quality Partnerships

- Gov't & Industry Teams formed to Strengthen Supplier - Customer Relations and promote Continuous Quality Improvement
- Participating Suppliers:
 - United Defense
 - Primex Technologies
 - Alliant Techsystems
 - American Ordnance

PPIMS

- Past Performance Information Management Systems (PPIMS)
 - Army's Central Repository for PPI
 - On Line, Real Time Capability to Prepare Contractor Performance Report (CPRs) and Access CPRs in PPIMS
 - PPIMS Data Considered "Source Selection Sensitive" - PPIMS Access
Restricted on a "Need to Know" Basis
- PPIMS Administrator Responsibilities
 - Approve/Reject Requests for Access to PPIMS
 - Review CPRs For Completeness and Appropriate Concurrences Prior to Entry to PPIMS
 - Input All CPRs into PPIMS
 - Provide SSEBS, Upon Request, Copies of CPRs Required to Support Source Selection
 - Track Requirements for, and Completion of, CPRs
 - Track Coordination of PM Prepared CPRs with PCO



ADDITIONAL FEDERATION ELEMENTS

- CONFIGURATION AND DATA MANAGEMENT
- DLA QUALITY INTERFACE
- INTEGRATED DATA ENVIRONMENT
 - AUTOMATION INITIATIVES
- DEPOT QUALITY ENGINEERING AND ASSURANCE INTERFACE
- SINGLE PROCESS INITIATIVE
- STANDARDIZATION
- BUSINESS PROCESS RE-ENGINEERING
- MAINTAINABILITY



ADDITIONAL FEDERATION ELEMENTS CONT'D

- RELIABILITY
- TEST READINESS REVIEW
- ENVIRONMENTAL MANAGEMENT SYSTEMS
- QUALITY MANAGEMENT SYSTEMS

HOW DO WE GET THERE FROM
HERE?

WE MANAGE BY

Shared Resources



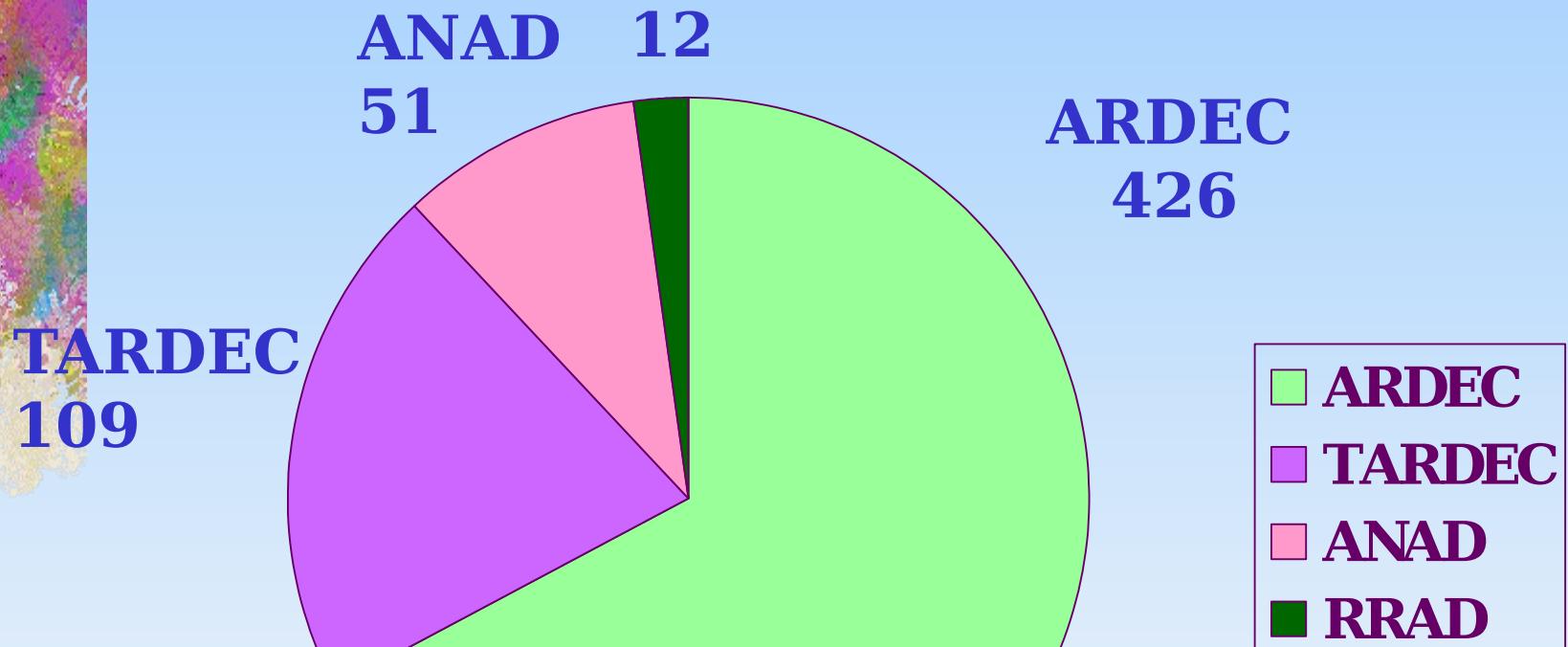
- How:
 - Common Processes
 - Scheduling
 - Workloading
 - Budgeting
 - Bidding for external work with shared resources

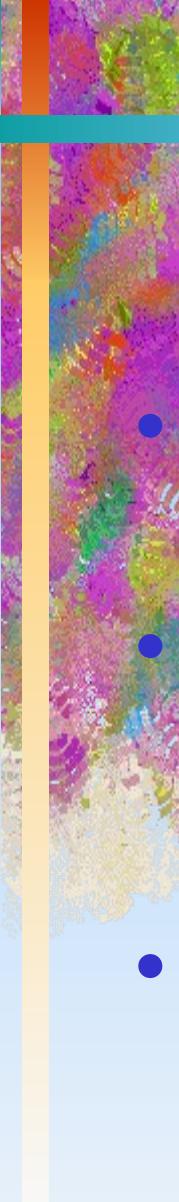


Shared Resources

- Create “Quality Federation Membership” database of resources
 - Auditors
 - Product Quality Managers
 - Product Assurance Engineers
 - Program/Product specific expertise
 - Process specific expertise
 - Facilities/Equipment

Quality Federation Membership Quality Associations by Organization





Single Quality Career Advocate

- Manage Career paths for Quality professionals
- Creates awareness of the TACOM Quality capability to all internal and external customers.
- Establish the TACOM Core Competencies for Quality professionals.

“Quality” Career Management

- All Quality Functional Personnel:
 - Formal Training
 - Develop Common Training Path
 - Cross-Organizational Training opportunities
 - “New Blood”
 - Certification Industry/Government Organizations
 - Exchange Program
 - Develop Database of Experts
 - Develop Quality Directory



DEVELOP FEDERATION SUBTEAMS

- FOR ALL ELEMENTS UNDER CHARTER
- REPRESENTATION FROM EACH SITE
- VIRTUAL TEAMING
 - VTC
 - CHAT ROOM
 - WEB SITE LINKAGE





Contractor Performance Certification Program (CP2)

EXAMPLE

- Quality Team
 - TACOM-ARDEC
 - TACOM-TARDEC
 - TACOM-RRAD
 - TACOM-ANAD
- CP2 - Certification of Industry Base
- CP2 - Certification of Internal Organizations
- Auditing Resources

Configuration Management

- Quality Team
 - TACOM-RRAD
 - TACOM-TARDEC
 - TACOM-ARDEC
 - TACOM-ANAD
- JEDMICS Issues
- ECALS
- Engineering Data Synchronization

EXAMPLE



BUSINESS PLAN

- Communication is the Key
 - WEB Site
<http://qa.pica.army.mil/qaw/QAW-P/TQF.htm>
 - Federation Newsletter
http://qa.pica.army.mil/qaw/QAW_P/newsletter.htm
 - Common Briefings Up and Down the Chain
- Business Plan
 - Involve Customers/Market To:
 - Industry
 - Government
 - Associations

Develop TACOM
Policy

TACOM Quality Federation - Microsoft Internet Explorer

File Edit View Go Favorites Help

Back Forward Stop Refresh Home Search Favorites History Channels Fullscreen Mail Print Edit

Address http://qa.pica.army.mil/qaw/QAW_P/TQF.htm

QEST Quality Evaluation & Safety Team AMSTA-AR-QAW

Quality Engineering Policy Group Product Quality Assurance Development System Safety Group Standardization Group Product Quality Assurance Readiness Administration Service Group Radiation Protection Group

QTACOM Quality Federation





Paul Chiodo
Chairman,
TACOM Quality Federation



Quality Engineering Directorate

Presentation
Newsletter
Charter
Meeting
Members
Sub Teams
Trainings

	James Barling, Chief Product Assurance Office RRAD
	James Kovanda, Director Engineering Business Group TARDEC
	Robert Brooks Production Control Officer

Internet zone

TACOM Federation Newsletter - Microsoft Internet Explorer

File Edit View Go Favorites Help

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Address http://qa.pica.army.mil/qaw/QAW_P/newsletter.htm

DRAFT

 **TACOM Quality Federation Newsletter**

Editor in Chief: Carol Sitroon

Vol. 1, No. 1 April 1999

Message from the Chairman

Welcome to the TACOM Quality Federation initial meeting, graciously hosted by Mr. James Barling, Chief, Quality Assurance Directorate, Red River Army Depot. Our purpose is to solidify the Quality Federation within the TACOM family.

This Charter establishes the TACOM Quality Federation to focus on the development of uniform quality processes aligned with the Command's vision and strategic intent. The Federation shall promote an environment where each Federation member can leverage the expertise, technologies and resources of the entire TACOM in support of the Quality Engineering and Assurance Mission.

This Charter is applicable to Quality Programs and Business Practices within TACOM. These elements include, but are not limited to: CP2, Qualified Suppliers List, Configuration and Data Management, Material releases, DLA Quality Interface, Safety, Supplier Management, Single Process Initiative, Standardization, Automation Initiatives including Integrated Data Environments, Customer Quality Project Development, ISO 9000, ISO 14000 Quality Business Process Re-Engineering, Reliability, Maintainability, Government Source Inspection, Test Readiness Review, DLA and Depot Quality Engineering and Assurance Interface.

A Corporate Quality Engineering and Assurance structure responsible for the TACOM Quality Program and Policy as well as the development and maintenance of our associates' skill base that will form the foundation of an Integrated Business Environment. The Federation will be known as the Premier Quality Source ensuring the enhancement of Quality Engineering and Assurance core competencies.

I look forward to this new partnership which will enhance the harmonization, seamless business environment within the overall TACOM Vision of the future.



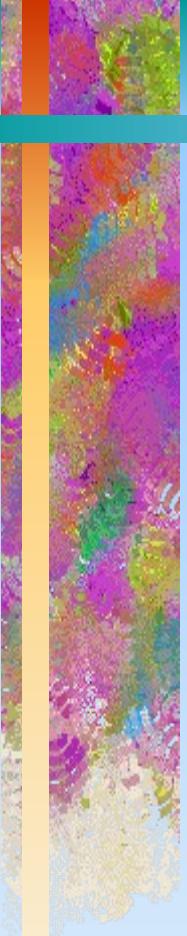
Paul Chioldo, Chairman
TACOM Quality Federation



In This Issue

- Message from the Chairman
- Total Quality Environmental Management for TACOM-ARDEC

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FEDERATION IS THE QUALITY SOURCE



#1

- The TACOM Focal Point for Quality
- Harmonized Organization
- Integrated/Seamless Business Processes
- Prodigious operational organization
- World-renowned authorities in the Quality Field
- Recognized and Published expertise in : system safety, quality assurance, quality control, testing, software quality, reliability, predictive technology, failure analysis, NDT, quality auditing, environmental and much more.

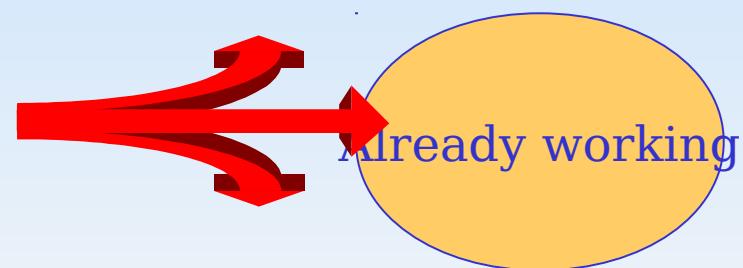


It Works - Precedent

- TACOM-UDLP Partnership
 - common face to industry
 - combined action involving TARDEC/ARDEC
 - learned from each other (QAPs on dwgs)
 - shared workload (standard clauses)
- GSI/QSL
 - joint TACOM actions
 - common goals and objectives

It Works

- **TACOM is Part of: ISO 14000/Environmental**
- **Two Year Pilot Program**
 - Tri-Services Participation
 - Cost & Benefit Analysis
 - All Organizations/Installations are encouraged to participate (AdHoc Work Group Level)
- **CP2 leveraging to implementing ISO 14000**
 - Tobyhanna and Letterkenny AD - Model
 - Radford AAP - DemVal Model
- **Leveraging Methodology Transfer**
 - Anniston AD
 - Iowa and Lake City AAPs



Federation Membership Benefits

- Quality Leaders At All TACOM Sites
- One Face to Industry/Government Counterparts
- Educated and Informed Work Force
- Leads To:
 - Greater Customer Satisfaction
 - Larger Customer Base
 - Improved Products and Processes Throughout TACOM
- Establishes TACOM as a Single Quality Source

“No One Alone is as Successful As All of Us Together”

